

## Electronic Acknowledgement Receipt

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|---|---|
| <b>EFS ID:</b>                              | 3188979   |
| <b>Application Number:</b>                  | 10091905  |
| <b>International Application Number:</b>    |   |
| <b>Confirmation Number:</b>                 | 9184  |
| <b>Title of Invention:</b>                  | MANAGEMENT AND CONTROL OF CALL CENTER AND OFFICE TELEPHONY ASSETS |
| <b>First Named Inventor/Applicant Name:</b> | Edward L. Reuss   |
| <b>Customer Number:</b>                     | 32681   |
| <b>Filer:</b>                               | Pierre Francois de Villiers/Ninad Bhave                           |
| <b>Filer Authorized By:</b>                 | Pierre Francois de Villiers                                       |
| <b>Attorney Docket Number:</b>              | 01-6267   |
| <b>Receipt Date:</b>                        | 22-APR-2008   |
| <b>Filing Date:</b>                         | 04-MAR-2002   |
| <b>Time Stamp:</b>                          | 13:40:46  |
| <b>Application Type:</b>                    | Utility under 35 USC 111(a)                                       |

### Payment information:

|  |                 |
|--|-----------------|
| Submitted with Payment                   | yes             |
| Payment Type                             | Deposit Account |
| Payment was successfully received in RAM | \$ 1740         |
| RAM confirmation Number                  | 7494            |
| Deposit Account                          | 502315          |
| Authorized User                          |                 |

The Director of the USPTO is hereby authorized to charge indicated fees and credit any overpayment as follows:

Charge any Additional Fees required under 37 C.F.R. Section 1.20 (Post Issuance fees)

Charge any Additional Fees required under 37 C.F.R. Section 1.21 (Miscellaneous fees and charges)

**File Listing:**

| Document Number | Document Description        | File Name              | File Size(Bytes) /Message Digest         | Multi Part /.zip | Pages (if appl.) |
|-----------------|-----------------------------|------------------------|--|------------------|------------------|
| 1               | Issue Fee Payment (PTO-85B) | 016267IssueFeeForm.pdf | 166370                                   | no               | 1                |
|                 |                             |                        | d6188da9e02083af689b76a372fa8b0c3ff92100 |                  |                  |

**Warnings:****Information:**

|   |                        |              |  |    |   |
|---|------------------------|--------------|--|----|---|
| 2 | Fee Worksheet (PTO-06) | fee-info.pdf | 8322                                     | no | 2 |
|   |                        |              | ef481a594e7f5b346f79845b765221af414220dc |    |   |

**Warnings:****Information:**

|                              |  |  |        |
|------------------------------|--|--|--------|
| Total Files Size (in bytes): |  |  | 174692 |
|------------------------------|--|--|--------|

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**New Applications Under 35 U.S.C. 111**

If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application.

**National Stage of an International Application under 35 U.S.C. 371**

If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.

**New International Application Filed with the USPTO as a Receiving Office**

If a new international application is being filed and the international application includes the necessary components for an international filing date (see PCT Article 11 and MPEP 1810), a Notification of the International Application Number and of the International Filing Date (Form PCT/RO/105) will be issued in due course, subject to prescriptions concerning national security, and the date shown on this Acknowledgement Receipt will establish the international filing date of the application.